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535 Marriott Drive
Nashville, TN 37214

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OFFICIAL PHOTO
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Dear Customer:

IMPORTANT SAFETY INFORMATION

Información Importante de seguridad

- **Your vehicle may have tires that have been recalled.**
Su vehículo puede estar utilizando llantas que por motivos de seguridad han sido retiradas del mercado.
- **Your spare tire may also have been recalled.**
Su llanta de repuesto puede también haber sido retirada del mercado.
- **These tire(s) can be replaced at no cost to you.**
Estas llantas pueden ser reemplazadas sin que usted incurra en costo alguna.
- **Carefully read this letter to determine if your vehicle has one or more of these tires and what to do if it does.**
Lea cuidadosamente esta carta para determinar si su vehículo tiene una o mas de estas llantas, y que pasos debe seguir para que estas sean reemplazadas.

Si no puede leer esta carta o requiere asistencia adicional en Español, por favor comuníquese a nuestra línea de asistencia gratuita en Español al 1-800-465-1904.

Bridgestone Firestone North American Tire, LLC ("Firestone") is sending you this important notice regarding the safety of your tires. Please read this letter carefully.

Vehicle registration records list you as the current owner of a Ford Explorer, Mercury Mountaineer, or Mazda Navajo. As you may be aware, Firestone conducted campaigns in 2000 and 2001 to replace P235/75R15 Radial ATX or Radial ATX II tires, and certain P235/75R15 and P255/70R16 Wilderness AT tires, most of which were supplied as original equipment on one of those vehicles. Ford also conducted a campaign to replace some of these tires. These tires may sustain a tread separation in which the outer belt and tread may separate from the tire. If this occurs, you could lose control of your vehicle, which could result in a crash.

It is possible that you may not have owned the vehicle when these programs were first announced, and thus you may not have received our initial letters on these subjects. Therefore, we are contacting you about this issue today to ask you to make certain that the affected tires are not on your vehicle – ***including in the spare tire position***. Tires in these replacement campaigns were handled by many different automotive garages and tire service locations and the spare tire

may not have been inspected and replaced. Therefore, your spare tire should be checked even if the other tires on your car are not covered by this notice. If one or more of the affected tires are in service on your vehicle (including the spare tire) we want to make sure that you receive free replacements for those tires. If you have any tires covered by either program on your vehicle, any company-owned Firestone Complete Auto Care, ExpertTire, Tires Plus, Hibdon Tire or Wheel Works location or any participating authorized Firestone dealer will replace, mount and balance the covered tire(s) **at no cost to you**.

The simplest and most reliable way to determine if you have a tire covered by either program is to take your vehicle to a convenient Firestone Complete Auto Care, ExpertTire, Tires Plus, Hibdon Tire or Wheel Works location or participating authorized Firestone dealer for a **free** inspection. Please call 1-800-465-1904 for the location of the nearest participating store (1-877-287-2368 in Puerto Rico).

If you would like to examine the tires yourself to see if they are covered, you may do so by looking at the name, size and DOT Serial Number on your tires. The serial number is located on either the inside or outside of your tire in the lower sidewall area near the wheel and is preceded by the letters "DOT." The following tires are covered by this program:

<u>Brand Name</u>	<u>Size</u>	<u>DOT Serial Numbers</u>
Radial ATX	P235/75R15	Any
Radial ATX II	P235/75R15	Any
Wilderness AT	P235/75R15	All numbers beginning with "VD"
Wilderness AT	P235/75R15	Numbers beginning with "HY", W2," or "VN" if the tire was manufactured before May 1998 (please see a retailer for them to determine the date the tire was manufactured)
Wilderness AT	P255/70R16	Numbers beginning with "HY", W2," or "VN" if the tire was manufactured before May 1998 (please see a retailer for them to determine the date the tire was manufactured)

Make sure you check your spare tire, including any tire in the spare tire rack or spare tire compartment, even if the other tires on your vehicle are not covered by either of the replacement campaigns.

If you have a covered tire, or if you wish for the store to perform a free inspection, please take this letter with you to the store. Again, if you have an affected tire the Firestone retailer will replace, mount and balance the tire(s) covered by this action **at no charge or expense to you**. This program, however, does not cover tires which have been scrapped, previously adjusted, or retreaded.

To identify a convenient and participating retailer (company-owned Firestone Complete Auto Care, ExpertTire, Tires Plus, Hibdon Tire or Wheel Works locations or authorized participating Firestone retailer), you may call toll-free 1-800-465-1904 or 1-877-287-2368 in Puerto Rico. This information is also available on the Internet at <http://www.firestone.com>. If your participating Firestone retailer fails or is unable to replace these tires without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret the inconvenience which this action may cause you, but we are certain you will understand our interest in your satisfaction and safety with Firestone tires.

Bridgestone Firestone North American Tire, LLC